



1. Job title	Reception/Reservations team member
Service area	Economy and Culture
Service	Culture, tourism and sports
Team	Turkish Baths
Date prepared/ revised by	27/3/2018
Accountable to	Duty Manager
Post directly responsible for number of employees	Direct supervision: 0 Indirect supervision: 0
2. Main purpose <i>(summarise in one paragraph)</i>	
Working under the direction of the management team, delivers all customer related services and assists with the general operation of the building.	
3. Key contacts	
Internal: Staff, management team	
External: Customers, suppliers	
4. Main accountabilities	
<ul style="list-style-type: none">• Facility Operation and Administration• Promotion and Development of the Facility's activities• Supervision and Training of Human Resources	
5. Standard accountability statements	
Health and safety: You are required to comply with Harrogate Borough Council's health and safety policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by our work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the council's health and safety policy. Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post.	

Equality and diversity: the post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

Learning and personal development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.

Data security: Harrogate Borough Council staff must, at all times, maintain personal responsibility for the safe and secure movement of data within and into and out of the authority.

6. Job activities

Main duties and responsibilities relating to accountabilities identified above
(for each accountability there should be no more than 5 activities)

6.1	When on duty, assumes full responsibility for customer/related services and the safety and welfare of the customer and staff, including specified responsibilities in the event of an emergency.
6.2	With the support of the Facility's Management, assists in the facilitation of a range of site specific activities, courses, projects and events.
6.3	Assists the Facility's Management with the management of catering and/or bar facilities where appropriate, including monitoring stock levels and re-ordering supplies.
6.4	When on duty, assists the Facility's Management in the day-to-day administrative and financial operating procedures and functions.
6.5	When on duty, liaises with the Facility's Management to ensure equipment is properly maintained and fit for customers and staff, prepares the building and adjoining areas for customers and staff.
6.6	Responsible for stock control including inventories, issue security and supplies.
6.7	Assists the Facility's Management in the day-to-day administration of the facility, including banking of takings and compiling of management information.
6.8	When on duty, responsible for all cash handling in accordance with Council/Department policies and procedures.
6.9	Assists the Facility's Management in the management of all advanced hire, affiliated bookings, including the programming, centre records, accounts maintenance, sundry debtors.
6.10	Assists the Facility's Management with the training and supervision of other employees.
6.11	<p>The demands of the service are such that the post holder may be required to work irregular and unsocial hours.</p> <p>The core working hours will be within 8.00 am - 9.30 pm</p> <p>On infrequent specials occasions within 8.00 am - Midnight or later</p>